

CIT Customer Service Report for the Telecommunications Branch



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

Snapshot Date: 9/1/2008 7:30:02 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
10 Digit Dialing	1	0	0	0	0	0	0	1	0	0	25
Circuits	2	0	0	16	0	0	0	1	0	17	2
Conferencing	6	0	0	0	0	0	2	2	0	2	4
Coverage	2	0	0	0	0	0	0	0	0	2	4
DELPRO	11	0	0	171	0	0	105	8	0	69	0
General Info	38	0	0	1	1	0	2	21	0	15	8
New Request/Termination	16	0	0	0	0	0	5	1	0	10	5
Operator Services	2	0	0	0	0	0	0	1	0	1	6
Phones/Accessories	33	0	0	18	0	0	9	13	0	29	3
Repair	16	0	0	1	0	0	8	0	0	9	2
Repairs	58	0	0	430	0	0	41	40	0	407	0
Training	4	0	0	0	1	0	0	2	0	1	3
TSR	61	0	0	554	0	0	142	54	0	419	1
User Change	5	0	0	0	0	0	1	0	0	4	4
Verizon Phone Book	1	0	0	0	0	0	1	0	0	0	0
Voice Mail	43	0	0	1	0	0	2	37	0	5	5
Grand Total:	299	0	0	1192	2	0	318	181	0	990	1

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Total Tickets Closed:	1171
Total Tickets Assigned/Pending/Checked Out:	320
Total Tickets Created:	<u>1491</u>